

Amerigroup Iowa

Plan Update

Patient Centered Health Advisory Council
February 19, 2016

Network Update

- Contracts in place with Iowa's largest Hospital Systems
- Over 70% of PCPs (based on historical claims data) are contracted
- Over 80% of LTSS providers across all waivers and all levels of care are contracted

Case Management Update

- Amerigroup is fully staffed with Iowa based, Iowa experienced case managers
- Agreements in place with over 80% of all existing case management providers across the state

Continuity of Care: Highlights

- All existing authorizations will be honored for 90 days
- No waiver service plans will be modified until an annual comprehensive assessment is complete (or the member's condition necessitates a revision)

Amerigroup Philosophy of Care Integration

- Person-centered physical and behavioral health programs to enhance wellness
- Holistic coordination of a tailored array of care and services for each individual member
- Re-tooling healthcare approaches to support people where they live
- Provider partnerships are key to integration and innovative developments



Integrated and Chronic Condition Health Homes

- Amerigroup is fully committed to continue Iowa's work in evolving health homes
- Amerigroup has local and national expertise to support health home development
- Provider collaboration and partnerships to pay for value rather than volume
- Transformation coaching available to support processes that promote efficient, patient-centered care



Amerigroup & IDPH Collaboration

- The Iowa Department of Public Health has a partner in Amerigroup when it comes to fulfilling its mandate to obtain and share feedback and recommendations on issues related to implementation of Affordable Care Act initiatives in Iowa.
- Amerigroup is committed to transparency, information sharing, silo elimination and the development of creative partnerships to reach the system transformation goals set out in Amerigroup's agreement with Iowa Health Link.
- Health care reform in the Medicaid space can be successful only when community stakeholders, providers and MCOs work together to shift the focus from volume to value based health care.



Provider Payment Innovation & Enablement

- Programs to achieve the Triple Aim by engaging both members and providers
- Amerigroup is a participant in Iowa's rebalancing activities
- Tools will include state-mandated TREO supplemented with proprietary online, real-time actionable information-sharing tools
- Incentive programs will be built around quality metrics *and* utilization focusing on right care, right time, right place
- Amerigroup will partner with providers in an incremental fashion based on individual provider capacity and goals

Commitment to Iowa Goals for Value-Based Reimbursement

Iowa Health Link requires a commitment to obtain 40% of our assigned population in a value-based reimbursement model by 12/31/17

Year 1 & Forward

- ACO Shared Savings/Shared Risk
- PCP Quality and Access to Care
- Birth Outcomes
- Behavioral Health (BHIP)

Year 2 & Forward

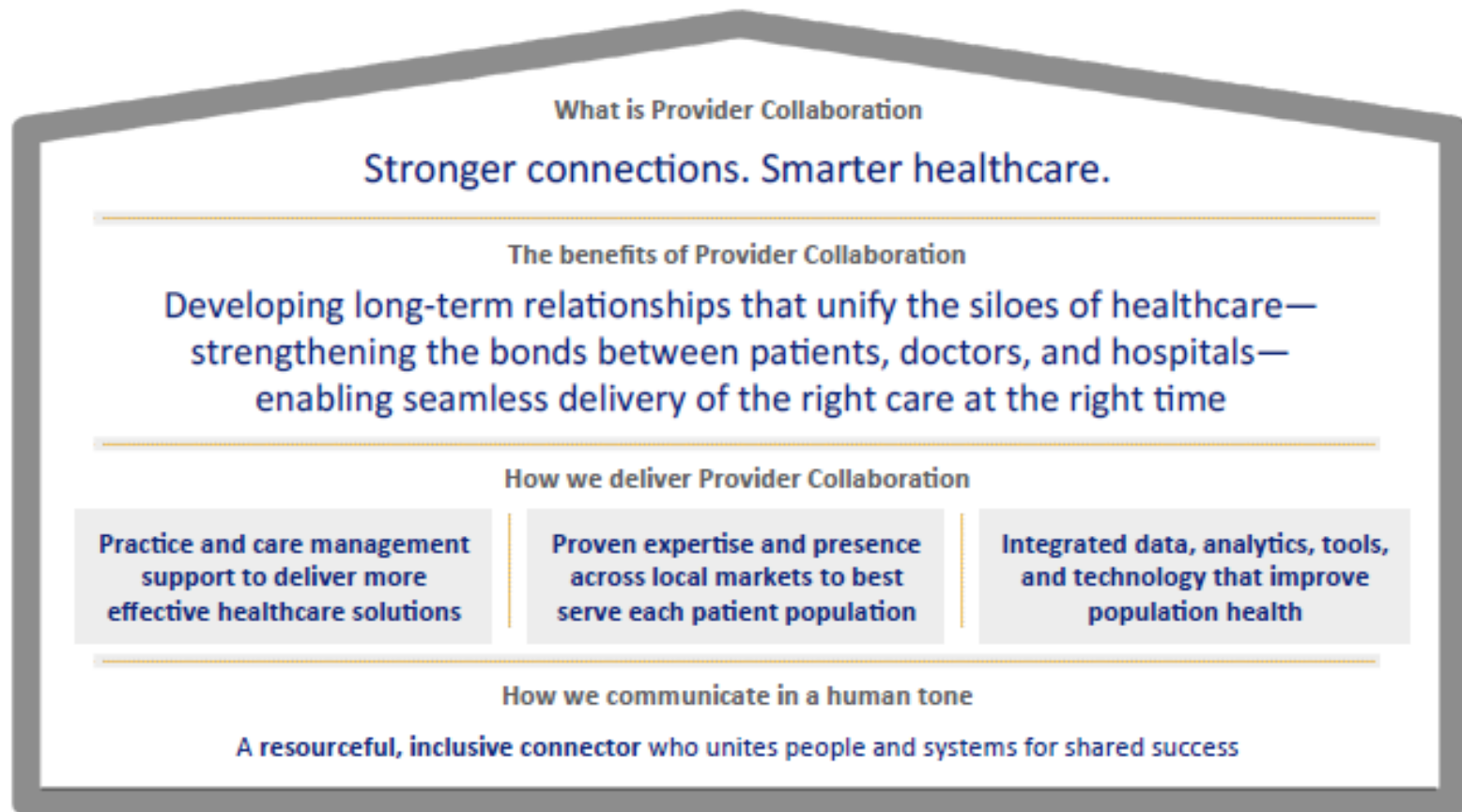
- Physician Quality Incentive Program (PQIP)
- Personal Attendant Care (PACQIP)
- Nursing Home (NHQIP)
- Nursing Home Transition *

*Currently Exploring

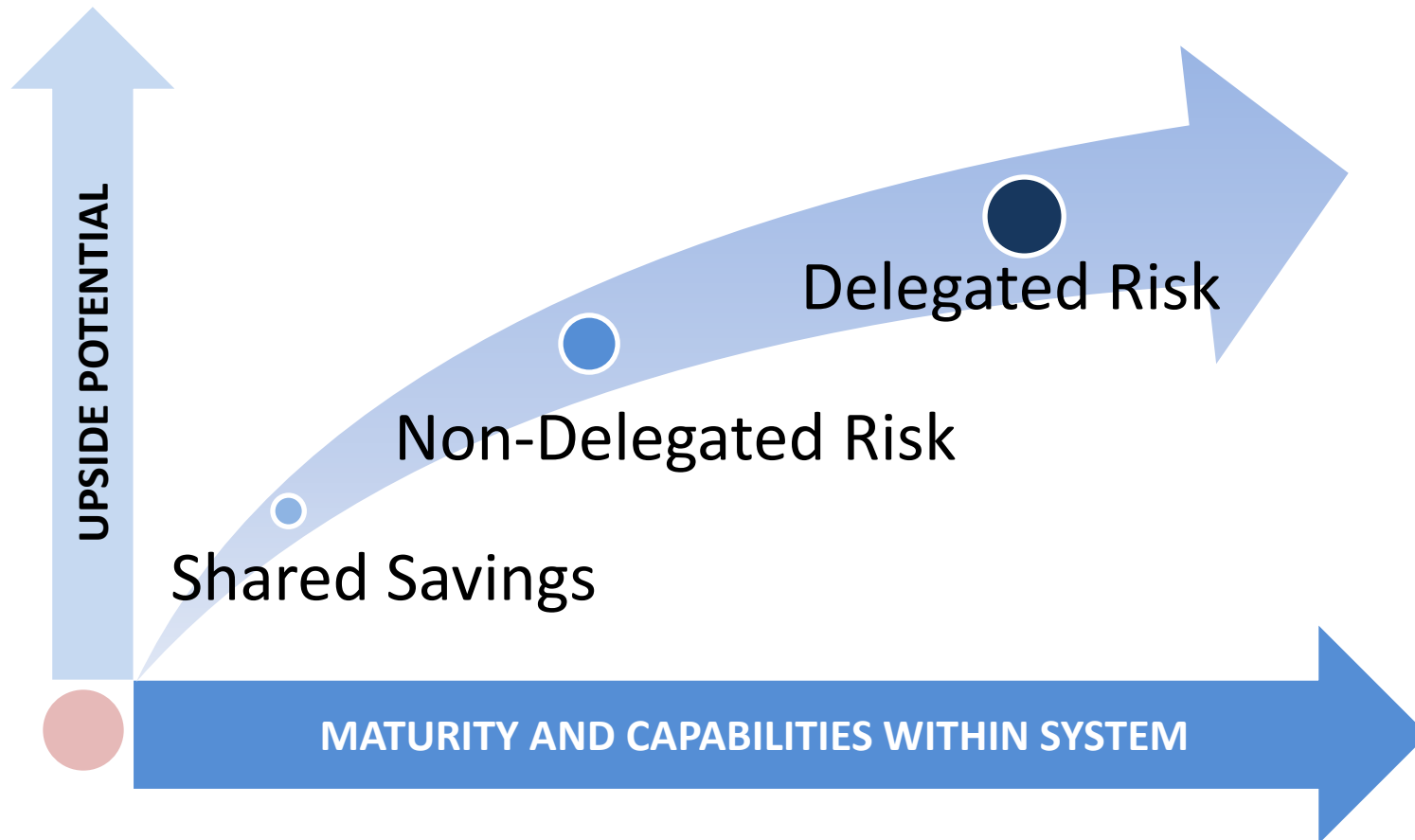


MCO Role in Driving Value-Based Care

Iterative Support Structure: Collaborative Approach / Continuous Improvement



The Value-Based Process: Meet our Iowa Providers Where They Are



Key contact information

Provider Services:

1-800-454-3730

Member Services:

1-800-600-4441

Precertification:

1-800-454-3730

Pharmacy Prior Authorization:

Phone: 1-855-712-0104

Fax: 1-800-601-4829

Need to speak with a nurse?

Amerigroup on Call:

[1-866-864-2544](tel:1-866-864-2544)

[1-866-864-2545](tel:1-866-864-2545) (Spanish)

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